



May 1, 2023

Received
Records Management
May 1, 2023

VIA ELECTRONIC FILING

Amanda Maxwell
Executive Director and Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

Re: Docket UE-191024—Compliance Filing to Report on Pilot Program

PacifiCorp d/b/a Pacific Power & Light Company (PacifiCorp or Company) proposed providing three new time of use (TOU) pilots and a payment pilot as part of the Company's last general rate case (docket UE-191024). The Washington Utilities and Transportation Commission (Commission) approved these pilots on December 14, 2020, in Order 09/07/12, but with the condition that the Company collaborate with pilot stakeholders to develop monitoring and reporting plans for them. After a series of meetings with these stakeholders, on March 26, 2021, the Company made a compliance filing that included the agreed-upon plans and tariff sheets to make the pilots effective on May 1, 2021.

The plans in the March 26, 2021, filing require the Company to file a preliminary check-in report on the initial 18-month period of the pilots no later than six months after the end of the period. Since the pilots became effective on May 1, 2021, this 18-month period ended October 31, 2022. The Company is, therefore, required to provide a preliminary check-in report on the May 2021 through October 2022 period by May 1, 2023. The purpose of this filing is to provide this preliminary check-in report.

TOU Pilots

The three TOU pilots include one for residential customers (Schedule 19), one for non-residential customers with loads under one megawatt (Schedule 29), and one for irrigation customers (the Schedule 40 TOU option). In the 18 months since the pilots became effective, 11 customers enrolled on Schedule 19, one customer enrolled on Schedule 29, and no customers enrolled on the Schedule 40 TOU option.

Of the 11 customers who enrolled on Schedule 19, four completed a 12-month period in the 18-month reporting period. The table below shows the month and year that each of these customers completed their 12-month period, and how much the pilot saved them. For the first two customers listed below, the pilot was a cost, while, for the other two, the pilot provided savings. Of the two customers for whom the pilot was a cost, the Company provided a \$31 guarantee payment to one to compensate the customer for incurring costs on the program that were greater than ten percent over what they would have otherwise been on Schedule 16.

12 Month Period Completed	\$ Saved	\$ Guarantee Payment
July 2022	(28)	
July 2022	(61)	31
July 2022	29	
August 2022	347	

The Company informed each of these customers of their results with a letter after the customer completed 12 months on the program. The customer who received a guarantee payment has since left the pilot, but accounting data for recent months shows that the other customer for whom the pilot was a cost has chosen to stay enrolled, and has since begun to save.

For the one Schedule 29 customer, the pilot provided over \$12,000 in savings during their initial 12 months. The customer completed this initial period in February 2023.

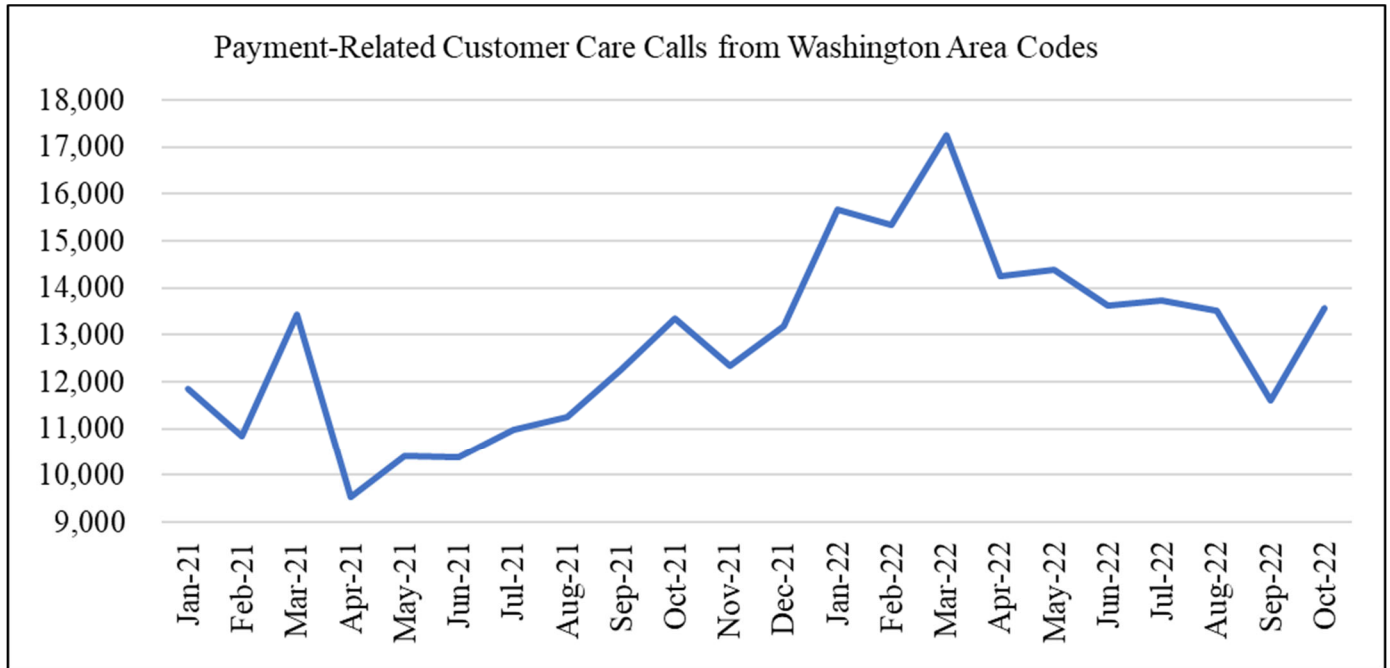
The Company has sent letters to all customers who have completed 12 months on a TOU pilot, informing them of their results and providing a link to complete a survey. None of these customers have responded to the survey, so the Company is unable to utilize survey responses to report on the customer appeal and equity aspects of the pilots at this time. The Company will continue to promote the pilots to customers, and hopes to provide useful inferences from survey results in its final report.

Payment Pilot

The payment pilot includes a \$1 per month autopay credit for customers who setup automatic payments from a checking account. The pilot also includes the elimination of fees when customers pay by card or paystation.

Customers responding to a survey question about satisfaction when not incurring a fee for paying by card demonstrated a 12 percent increase in very satisfied responses before the pilot was active and during the 2021 measurement period when the pilot was active. The increase in satisfaction dropped to 10 percent in 2022 with initial 2023 data showing a further reduction to 7 percent. Customer satisfaction in Washington for billing and payment overall in 2022 was 805 (on a 1000-point scale), down 11 points since 2020, with minor declines in "clarity of information on bill " and "ease of paying bill".

The graph below shows that payment-related customer care calls increased by approximately 40 percent over the reporting period.



Card and paystation payments both increased over the reporting period. The table below shows that the increases were different for Low-Income Bill Assistance (LIBA) than they were for non-LIBA customers.

Approximate Percent Change in Payments Over Reporting Period		
	Card	Paystation
LIBA	56	2
Non-LIBA	64	0

Eliminating the fees for these payments produced an average savings of \$31.58 for LIBA customers, and \$29.58 for non-LIBA customers.

Automatic payments from a checking account decreased by approximately 3 percent over the reporting period. Providing a \$1 per month credit for these payments produced an average savings of \$1.17 for LIBA customers, and \$3.02 for non-LIBA customers.

It is respectfully requested that all formal correspondence and data requests regarding this filing be addressed to:

By e-mail (preferred): datarequest@pacificorp.com

Washington Utilities and Transportation Commission

May 1, 2023

Page 4

By regular mail: Data Request Response Center
PacifiCorp
825 NE Multnomah Street, Suite 2000
Portland, Oregon, 97232

Please direct any informal inquiries regarding this filing to Ariel Son at (503) 813-5410.

Sincerely,

 /s/ .

Matthew McVee
Vice President, Regulatory Policy and Operations
PacifiCorp
825 NE Multnomah Street, Suite 2000
Portland, OR 97232
(503) 813-5585
matthew.mcvee@pacificorp.com